TV GUIDE

inside i-Guide™

User's Reference Manual

i-Guide™

The Power of i.™

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Welcome to **The Power of i™**.

Introducing the all new interactive program guide from **TV Guide**.
i-Guide™ gives you The Power of i. It's intuitive, intelligent, and inspiring. It unlocks a world of greater choice, convenience and control as you watch television.

With **Digital Cable**, you have more programming choices than ever before. And with **i-Guide**, you can effortlessly find the television entertainment you want to see. **i-Guide** puts you in control, all at the touch of a button.

i-Guide displays 90 minutes of program listings. Best of all, it's so easy to use, you won't need a degree in computer science to find out what's on. **i-Guide's Quick Menu** allows you to move easily to the programming and information you want. In no time, you'll be able to **Set Reminders**, **Favorites**, **Parental Locks**, and use our **Mini Guide** to find out what's next, while you continue to enjoy great TV.

With **i-Guide**, the world of television is at your fingertips.
That's The Power of i.

Use this Reference Guide to get started enjoying your Digital Cable…

Digital Cable Box (Set-Top Box)

Motorola DCT6412

Welcome and congratulations on receiving a Motorola DCT6400 Series High Definition Dual Tuner DVR Cable Receiver, one of the most advanced interactive digital cable receivers available today. With the DCT, Motorola has merged the extraordinary features of digital cable - the seemingly endless programming options, interactive program guides, On Demand Video (OND), and commercial free, CD quality music - with the flexibility of a dual tuner digital video recorder (DVR) and the incredible picture quality and sound of High Definition TV (HDTV).

The DCT includes an "Entertainment Package" that enables a direct digital connection to consumer audio and video devices through 1394-DTV and DVI interfaces. The DCT* is fully equipped with a factory installed hard drive for hours of DVR functionality, which includes the capability of recording High Definition (HD) programs and watch and record functionality.

This User Guide introduces you to the basic features of the DCT*. Please take a few moments to read through this User Guide as the diagrams, guide features and Question & Answer section will help you make the most of your home entertainment experience.

Recording Capacity

The recording capacity on the **DVR** depends on the video format of the programming you wish to record. Here are some guidelines for determining recording capacity:

- Analog TV Shows (not digital) – Typically analog cable channels are channels 2 through 78, but may vary depending on your cable system. Recording capacity is between 30 to 37 hours.
- Digital TV Shows (compressed) – Typically digital cable channels are channels 100 and above, but vary depending on your cable system. Recording capacity is between 75 to 90 hours.
- High Definition TV Shows (HDTV) – Shows that are broadcast in HD may be recorded in the same format, provided your **DVR** is connected to a High Definition Television. Recording capacity is between 12 to 20 hours.

Motorola and TV Guide cannot guarantee the exact amount of programming that each subscriber will be able to record. The approximate time depends on the programming type.

The DCT6412 Front Panel

The DCT6412 front panel has 12 keys and an LED display. Use the keys to perform basic functions such as access the interactive program guide, navigate menus, record, and watch using dual tuner functionality and purchase **On Demand** (**OND**) and **Pay-Per-View** events.

	Key	Description
1	LED	Displays the channel number or time of day. There are four indicator lights on the LED screen: • MSGS - the DCT6412 has received **Messages** for you to read • ON - the DCT6412 is powered on • REMOTE - the remote control is in use • Red Record Indicator
2	▲▼◀▶ CURSOR	Moves the cursor around the program guide and menu screens.
3	MENU	Displays the **Main Menu**.
4	POWER	Turns the device on or off.
5	INFO	Displays the current channel and program information.
6	A/B TV	Use to manually enable the RF bypass function. You must have a cable-ready TV for this function to operate. (Optional Feature)
7	SELECT	Selects menu options, **On Demand** programming, **Pay-Per-View** events or programs from the program guide.
8	GUIDE	Displays the program guide.
9	CHANNEL + CHANNEL -	Changes the channels by moving up or down.
10	SMART CARD SLOT	Not currently enabled – intended for future use.

There are also inputs for a Universal Serial Bus (USB) and audio/video jacks. These inputs are for future applications under development and are not enabled on this unit.

The DCT6412 Back Panel

The rear panel of the DCT6412 consists of three types of interfaces - audio, video and data. The table following this drawing describes each connection and its use.

	Key	Description
1	CABLE IN	The CABLE IN connector receives the incoming signal from your cable service provider.
2	ETHERNET	Not currently enabled - intended for future use.
3	AUDIO IN R AUDIO IN L	These connectors are used to connect a DCT6412 between a peripheral audio device such as a CD player and a stereo tuner or A/V receiver. In the current DCT6412 release, the audio from the peripheral device will pass through the DCT6412 when it is turned off.
4	SPDIF	The orange coaxial SPDIF connector is a digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT6412 to a stereo tuner or A/V receiver to provide surround-sound, theater-style audio.
5	VIDEO IN VIDEO OUT	The VIDEO IN connector accepts a baseband video input from a VCR, camcorder or other video device. (Not currently enabled.) The VIDEO OUT connector is used to deliver baseband video to an external device such as a VCR or TV.
6	OUTLET	This AC outlet may be used to plug your TV into the DCT6412 as a convenient additional outlet.
7	IR	This connector enables the DCT6412 to control a VCR while recording a selected program. Not all electronic program guides support this feature.
8	USB	Not currently enabled - intended for future use.
9	DVI-D	Digital Video Interface. To connect High Definition monitor or High Definition television.
10	AUDIO OUT R AUDIO OUT L	The RCA phono-type connectors are used to deliver audio to a stereo receiver.
11	Y Pb Pr	These connectors are used to deliver component video to an HD-ready TV or monitor.
12	TV PASS CARD	For future use.
13	S-VIDEO	This connector is used to deliver high quality, standard definition video to external devices that accept S-Video inputs, such as a high-end VCR or TV.
14	OPTICAL SPDIF	The OPTICAL SPDIF connector is an optical digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT6412 to a stereo tuner or A/V receiver to provide surround-sound, theater-style audio.
15	IEEE 1394	Firewall Digital Interface. To connect High Definition monitor or High Definition television.
16	POWER INLET	For the female end of the supplied power cord.

Important Safety Instructions

Please refer to the Motorola DCT6412 User Guide for complete safety and operating instructions. The Motorola DCT6412 has been designed to operate reliably in a well-ventilated household environment. Slots and openings in the unit cabinet are provided for ventilation. These openings should never be blocked. As such, do not place the product on a bed, sofa, rug, or similar surface.

- Position the DCT6412 with at least 2 inches of space above and on all sides.
- Do not block the slots and openings in the DCT6412.
- Do not place anything on top of the DCT6412.
- Do not position the DCT6412 in an enclosed space that would restrict airflow around the unit.
- Do not position the DCT6412 near any external heat source that could raise the temperature around the unit.

*Basic **i-Guide** Navigation Tips*

* Yellow is always the highlight color. As you navigate listings using your remote, the highlight appears on-screen to indicate your current selection.
* Press the ▲▼◀▶ buttons on your remote to move the highlight.
* Press **OK** to make your selection.
* Press the **EXIT** button on your remote to return to watching TV.

Remote Control Features

VOD/OND
Direct access to On Demand (OND), where available

Replay
Replays last 15 seconds of program

Help
Learn more about a feature

PAGE
Scroll to the next or previous page of listings

Exit
Return to watching television

OK
Select a highlighted item; or while watching a program, press to display or remove the **Flip Bar** or **Mini Guide**

Guide
See program listings for the current time

Day*
See listings for the next or previous day

Numbers
Press channel numbers, then **OK/SEL** to tune to a channel

PPV
Direct Access to Pay-Per-View (PPV), where available

VCR Controls
Controls VCR, **ON DEMAND** and **Digital Video Recording** (if available)

Live TV
Displays live television programing

FAV
Tune to your Favorite channels, once you set them up

CH +/-
Change channels and access the **Flip Bar**

LAST
Return to the previous screen or channel

Info
See program information

Arrows
Use to highlight guide features; or, while watching television, press to begin browsing. Note: Arrows control playback of recorded programs with **DVR.**

MENU
Enter and exit the **Main Menu**

SWAP
Swap between television tuners

Note: Remote pictured may not reflect your actual remote. Basic functions should be the same.

*Amount of programming data varies by system.

Your Access to Digital Cable

Quick Menu

The **Quick Menu** feature provides shortcuts to the key features of your program guide and digital cable service. The **Quick Menu** will appear over any video or guide screens when the **MENU** button on your remote is selected.
The **Quick Menu** is designed to allow you to launch directly into **i-Guide** features without having to navigate through a series of menus.

Main Menu

i-Guide's Main Menu* gives you easy access to all the features of digital cable. Simply press **MENU** twice on your remote, then select from the options available, including TV **Listings By Time**, viewing options by category, **Search**, **Favorites**, **Local Weather** and more.

Picture In Guide

i-Guide provides you with an all new **Picture in Guide**, displaying the programming you were watching while in the guide. Never miss what's happening while you search for what's on, schedule recordings or get more information.

On-Screen Program Guide

The on-screen guide is your source for finding out what's on your digital cable service. The guide provides 90 minutes of listings on each screen. As you navigate throughout the guide, your current selection is highlighted in yellow and a program or feature description appears on-screen. Press **GUIDE** on your remote to access **Listings By Time**.

*Menu selections vary depending on the services your cable provider offers.

Guide Symbols to Know – Quick Menu Icons

These icons may appear in **Quick Menu***. Highlight and select an icon with your remote and you will immediately access the area indicated.

Guide Main Menu	Digital Recordings Menu
Search Menu	On Demand Menu
Pay-Per-View Search Menu	Digital Music Listings
Favorites List	Movies Search Menu
Kids Search Menu	High Definition Menu
Sports Search Menu	Guide Setup Menu
Listings By Channel	Pay-Per-View Events List
Message Center	Pay-Per-View by Title List

*Menu selections vary depending on the services your cable provider offers.

Search Categories and Listings

Finding something to watch is easy with **i-Guide**. View program listings the way you want, including **Listings By Time** and **By Channel**; or, by category such as Movies, Sports, Children and more. Select a category from the **Main Menu** or **Quick Menu** to display listings.

Select **Search** to narrow your program options by theme using subcategories provided.*

Listings By Time

TV Listings appear in a grid format with channel numbers and network call letters down the left side and times along the top. Listings are color coded to help you identify different types of programs:

Blue – Regular programs
Purple – Movies
Green – Sports
Light Blue – Kid's programs

*Amount of programming data varies by system.

Navigating Listings

- Make a selection from one of the **i-Guide** menus, or just press **GUIDE** on your remote to go to program listings for the current hour.
- Use the ▲▼ buttons on your remote to navigate program titles, and the ◀▶ buttons to see program listings for later that day and for future days.
- For faster searching:
    - Use the **PAGE** ▲▼ buttons on your remote to see the listings a page at a time.
    - Press and hold ◀▶ to rapidly move ahead in the listings.
    - Press the **DAY + -** ◀▶ buttons on your remote to advance ahead a day at a time.
- Highlight a program title and press **OK**. If the program is on now, you will tune to it. If the program is on later, you will see an information screen that provides program details and other features.
- Press **INFO** on your remote to see detailed program information for any highlighted title.

Listings By Channel

- Select **Listings By Channel** on the **Main Menu** to see listings organized by channel.
- Press the ◀▶ buttons to see listings for the next channel in sequence.
- Use the ▲▼ or the **PAGE** ▲▼ buttons on your remote to navigate listings.
- Highlight your selection and press **OK** or **INFO**.

A-Z Title Search

A-Z Title Search allows you to find a specific program by entering the first few letters of the program name.

- Select **A-Z Title Search** from the **Search Menu** and use the ▲▼ buttons until the letters you want appear in the boxes.
- Advance to the next box by pressing the ▶ button on your remote.
- Continue entering letters until the program you are looking for appears in the listings.
- Press **OK** to see your search results. Highlight the program you want to watch and press **OK.**

Adult Programming

The **Adult** category, accessed from the **Pay-Per-View Menu,** provides access to listings for adult-oriented programming. Adult programming may be purchased as a single program or as a time-block package, depending on your cable provider's service. For your convenience, you may also restrict Adult titles from being viewed in the listings by setting **Parental Locks**. See **Parental Locks** and **Digial Pay-Per-View** section for more information.

Program Information

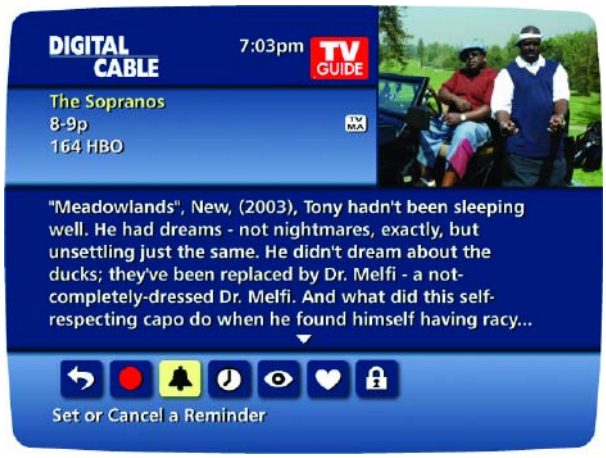
i-Guide provides **Instant Information** while you view program listings so you see a brief overview of the program at a glance. **Instant Information** includes program title, start/end time, program rating, a brief program description and helpful indicators that identify your settings, such as **Reminders** **Recordings** and **Favorites** .

If you want to access more information on a program while viewing listings or watching TV, press the **INFO** button on your remote. Here you can read a longer description about the program as well as see additional details such as actor, rating, release year, category and runtime.

DIGITAL CABLE
7:03pm
TV GUIDE
The Sopranos
8-9p
164 HBO
"Meadowlands", New, (2003), Tony hadn't been sleeping well. He had dreams - not nightmares, exactly, but unsettling just the same. He didn't dream about the ducks; they've been replaced by Dr. Melfi - a not-completely-dressed Dr. Melfi. And what did this self-respecting capo do when he found himself having racy...
Set or Cancel a Reminder

Action Icons

From Program Information, you can perform a number of actions by using the **Action Icons** at the bottom of the screen such as setting a **Reminder** or checking other air times for a program. Use the ◂▸ arrow buttons to highlight each icon and a description appears below.


DIGITAL CABLE
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Set or Cancel a Reminder

Guide Symbols To Know - Action Icons

Go back to the previous screen

Watch this program

Record/Change Record Options*

Place a Lock on the program to restrict viewing

Display all the Times the program will be airing

Set a Reminder for this program

Save the channel in your Favorites list

Order PPV and other pay services

Guide Tip With **i-Guide**, you can look ahead to see listings and schedule recordings for programs airing in the future. The amount of data you will find varies by cable system.

* Requires separate VCR Setup or use of Digital Video Recorder.

Reminders

With **i-Guide**, you can set **Reminders** so you don't miss shows you want to watch.

Setting Reminders

From an information screen, highlight the **Icon** and press **OK**. Follow the on-screen prompts to confirm the **Reminder** or set **Reminder Options**.

DIGITAL CABLE
7:03pm
TV GUIDE
The Sopranos
8-9p
164 HBO
"Meadowlands", New, (2003), Tony hadn't been sleeping well. He had dreams - not nightmares, exactly, but unsettling just the same. He didn't dream about the ducks; they've been replaced by Dr. Melfi - a not-completely-dressed Dr. Melfi. And what did this self-respecting capo do when he found himself having racy...
Set or Cancel a Reminder

Reminder Options

Reminder Options let you customize the frequency and timing for **Reminders**.

- Use the ◂▸ buttons to set repeating **Reminders** that will appear Once, Once a day, Once a week, Mon-Fri or Sat-Sun.
- Determine the Start Time for the **Reminder** to appear on-screen, up to 15 minutes prior to the program starting.
- End Time enables you to extend the **Reminder** period beyond the end of the program, up to 2 hours after the program is over.
- When you set a **Reminder**, you have the option of bypassing **Locks***placed on the program. You can then tune directly to the program from the **Reminder** without having to enter your **Locks PIN** (See **Parental Locks** section for more information).

* This option appears only if you have already set a Lock for that program.

Smart Channel Surfing

Flip

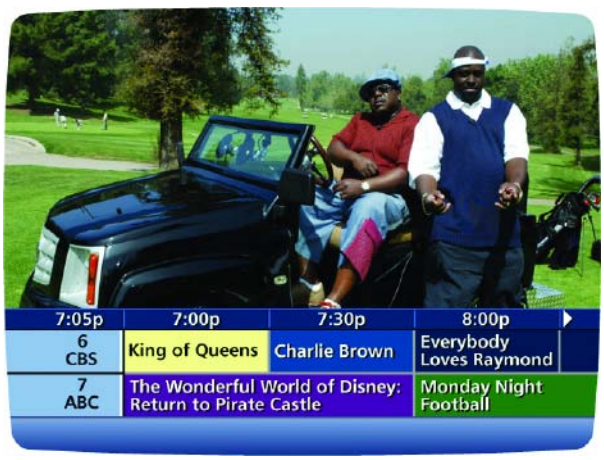
The **Flip Bar** allows you to see program information as you change channels to help you know more about what's on. Information on the **Flip Bar** includes program name, start and end time, channel, current time and a brief program description.

- Press **CHAN** ▲▼ to change channels and see the **Flip Bar** on-screen.
- When you find a program you are interested in, press **OK** to make the **Flip Bar** disappear or press **INFO** for more program details.
- To see the **Flip Bar** for the program you are watching, just press the **INFO** button on the remote.

Mini Guide (Browse)

The **Mini Guide** allows you to watch television and view program listings without leaving the program you are watching or going to the full screen guide. **Mini Guide** is seen on the lower 1/3 of your television screen and displays two channels and 90 minutes of listings at a time. To access **Mini Guide,** press the **OK** button on your remote. Use the ▲▼ arrows to see listings on other channels and the ◀▶ arrows to see listings at other times. At anytime, press **INFO** to see additional information about the program highlighted.

Guide Tip Use the **LOCK**, **FAV** and **INFO** buttons on your remote to activate these features while using **Flip** and **Mini Guide**.



Digital Music

Digital Music is continuous, commercial-free music in a variety of formats.

Access Digital Music several ways:

- Select Digital Music from the **Main Menu**.
- Press the **Icon** from the **Quick Menu**.
- Press the **MUSIC** button on the remote if available.

Music Choice

DMX

You can press **INFO** for more information on each category. Select a music format and enjoy the music.
As you're listening, press **INFO** for more information on title, track and artist. *

Guide Tip Digital Music channels may also be set as **Favorites** so you can quickly navigate through your favorite music channels. Refer to the **Favorites** section for more information.

* Where available. Some digital music providers may offer title, track and artist on-screen.

Local Weather

Get accurate, up-to-date local weather conditions and a 3-day forecast.

- Highlight **Local Weather** from the **Main Menu** and press **OK**.
- Use the ▼ button to see a detailed local weather forecast.

Note: Weather service not available for all locations.

Messages

Messages may be sent occasionally by your cable company to announce new services, special promotions or other information. If you have a **Message**, an envelope indicator will appear in the upper left corner on the screen and a red light will appear on your set-top box. From the **Main Menu**, select **Messages**. Highlight the desired **Message** and press **OK** to read it.

DIGITAL CABLE
7:03pm
TV GUIDE
Free Preview Weekend
Enjoy all of your Premium channels for free! This weekend only!
Go back to the previous screen

Parental Locks and Purchase PINs

Parental Locks allow you to restrict viewing and purchases of TV programming based on your viewing preferences. Set a personalized 4-digit **PIN** and you can place **Locks** on selected ratings, channels and titles. You can also hide adult titles from being displayed on-screen.

PINs Setup

Set up and change your **Parental Locks PIN** and **Purchase PINs** in **PINs Setup**. Your **Parental Locks PIN** allows you to restrict viewing of programs. Your **Purchase PIN** is used to restrict pay programming purchases.

- Select **Setup** from the **Main Menu.**
- Select **PINs Setup.**
- Follow the on-screen prompts to setup, clear or change your **PINs.**

DIGITAL CABLE
7:03pm
TV GUIDE
PINs Setup
Locks PIN
Enter Locks PIN to clear.
To clear, enter current Locks PIN:
To clear, enter current Purchase PIN:
If power is lost, would you like to Lock all programs until ratings and titles are restored?
Yes

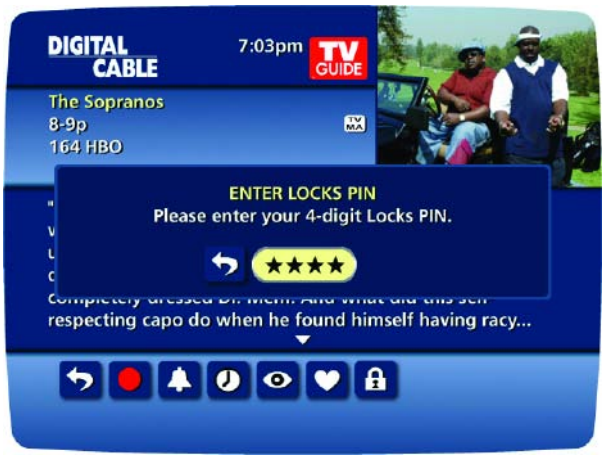
Parental Locks Setup

Set **Locks** anytime in the guide or while watching television. Just press the **LOCK** button on your remote or use the **Icon** on an information screen. Enter your 4-digit **Parental Locks PIN** and **Lock** the channel, title or rating using the on-screen prompts.

You can also set **Locks** from the **Setup Menu**. From the **Main Menu** select **Setup**, then **Locks Setup**. Use the ▲▼ ◀▶ buttons to make your selections and then press **OK** to confirm each setting.

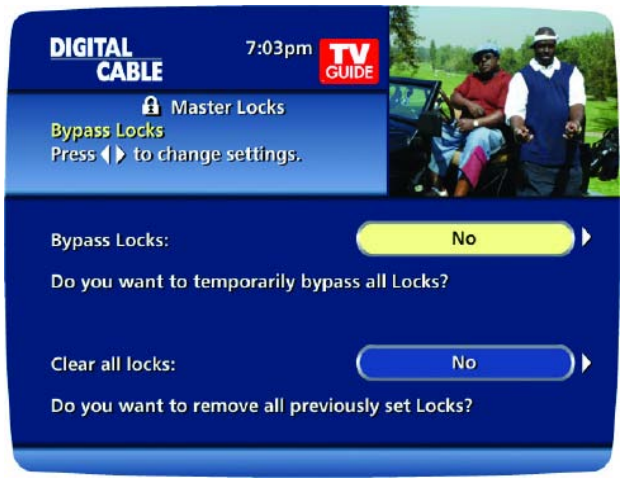
View Locked Programs

To view programs and channels you have Locked, tune to the program or select it from the listings. Enter your **PIN** when prompted.



Bypass or Clear Locks

Temporarily open or clear all **Locks** for easier viewing. Select **Master Locks** from the **Locks Setup** screen and change the options from **No** to **Yes**.



Restore Locks

Locks may be restored in any of the following ways:

- Press the **LOCK** button anytime and enter your 4-digit **PIN.**
- Select **Locks Setup** from the **Setup Menu**, then select **YES** to turn **Locks** back on.
- Turn the set-top box off and back on.

Guide Tip A Lock Indicator appears in the **Instant Information** to indicate a program has been Locked. To Unlock, press the **LOCK** button on the remote and enter your 4-digit PIN.

Favorites

The **Favorites** feature allows you to quickly access the channels you have designated as your **Favorites**.

To add channels to your **Favorites** listings:

- Select **Setup** from the **Main Menu**
- Select **Favorites Setup**
- Highlight a channel and press **OK** or **FAV** on your remote. A ♥ indicator will appear next to the listing, designating it as a **Favorite.**

To remove a channel from your **Favorites**, highlight it in **Favorites Setup** and press **OK** or **FAV.** The ♥ indicator disappears and the channel will no longer be designated as a **Favorite**.

Select **Favorites** from the **Main Menu** or ♥ from the **Quick Menu** to see a list of your **Favorite** channels.

While you are in TV Listings, press the **FAV** button on your remote to move the highlight to your next favorite channel. While watching TV, press **FAV** to quickly tune to your favorites.

Guide Tip You can also use the **Favorites** feature within Digital Music listings or while listening to Digital Music. Press the **FAV** button to navigate through your favorite music channels.

Setup

You can activate and customize certain **i-Guide** features such as the **Flip Bar**, **Lock** options, Cable Box settings, Audio settings and Languages from the **Setup Menu**.

Guide Setup

Use your remote to select **Setup** from the **Main Menu**, then select **Guide Setup**. Use the ◂▸ buttons to select from the following **Setup** options:

Flip Bar Position – The **Flip Bar** can appear either at the top or bottom of your screen.

Flip Bar Timeout – Change the amount of time in which the **Flip Bar** will stay on your screen from 3 to 15 seconds.

Auto-Tune

- **Yes** – Automatically tunes to a channel after 2 seconds when you enter numbers on your remote.
- **No** – Enter 3 digits or press **OK** after entering numbers on the remote.

Message – Select **On** to make the message envelope appear when a new message is received.

Reminder Notice – Adjust the amount of time in which the **Reminder Notice** will appear before the start of a program from 1–15 minutes.

Listing Grid Height – Adjust the listings for single- or dual-height grid display.

Cable Box Setup

Time Display

- **Off** - Displays the currently tuned channel on the front of the cable box.
- **On** - Displays the current time on the cable box.

AC Outlet

- **Switched** - Determines that power is available only when the cable box is on.
- **Unswitched** - Allows the power to remain constant to the outlet on the back of the cable box.

See Configuration – Highlight and press **OK** to show the configuration screen (includes information your cable company may need in the event of a problem with your service).

Audio Setup

Default Audio Language Change secondary digital audio available with certain networks and programs. Press ◂▸ buttons to change the default language to English, Spanish, French or Portuguese.

Optimal Stereo Volume

- **No** - Volume is unchanged from the current setting.
- **Yes** - Volume is automatically adjusted to the optimal level.

Dolby Digital

- **ON** – Turns Dolby Digital on (available only for equipment supporting Dolby Digital).
- **OFF** – Turns Dolby Digital off.

Audio Output Choose if the audio output goes to your TV or to your stereo.

- **TV Speaker** – is the default setting.
- Select **Advanced** to change the settings for Compression and Stereo Output.

Screen Position Setup

To alter your screen position:

- From the **Setup Menu**, select **Screen Position Setup** to adjust the screen position.
- Use the ▲▼◂▸ buttons on your remote until the display arrows are centered on the screen.

Text Language Setup

- From the **Setup Menu**, select **Text Language Setup.**
- Select English, Canadian English, Canadian French or Spanish to change the language of the on-screen commands, selection bars and help screens within **i-Guide**.
- To confirm, select **Yes**.

Note: Changing the language can take several minutes. During this time, listings are not accessible.

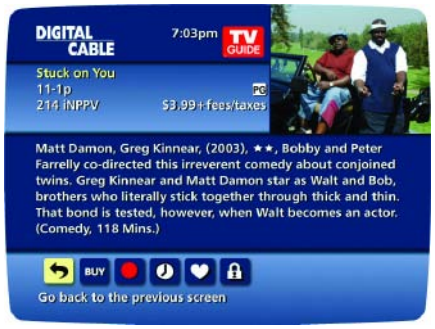
Digital Pay-Per-View (Optional Feature)

i-Guide makes ordering and watching **Pay-Per-View (PPV)** programs easy.

Ordering Pay-Per-View

From the **Main Menu** and **Quick Menu**, select **PPV** to go to the **PPV Menu**. Then select any of the **PPV** options to see programs available in a variety of categories.

When you find a program of interest, highlight the title and press **OK** for the information screen.


DIGITAL CABLE
7:03pm
TV GUIDE
Stuck on You
11-1p
PG
214 iNPPV
$3.99+fees/taxes
Matt Damon, Greg Kinnear, (2003), ★★, Bobby and Peter Farrelly co-directed this irreverent comedy about conjoined twins. Greg Kinnear and Matt Damon star as Walt and Bob, brothers who literally stick together through thick and thin. That bond is tested, however, when Walt becomes an actor. (Comedy, 118 Mins.)
BUY
Go back to the previous screen

To purchase a program, highlight the BUY **Icon** and follow the on-screen prompts to complete your order.

If the program is scheduled to air at a future time, a **Reminder** is automatically set to notify you of your order before the program begins.

Guide Symbols to Know - PPV Information Screens

Go back to the previous screen	See all the times the program will be airing
Order the program, or cancel an ordered program	Save this channel in your **Favorites** list
Set Recording Timers (Requires separate VCR Setup or use of Digital Video Recorder)	Indicates the program is available as part of a package
Place a Lock on the program to restrict viewing	

Ordering Pay-Per-View By Phone

If your cable provider offers phone ordering, the order instructions appear on-screen when you select BUY. Simply call the number to place your order. Then select **Continue** to complete your order.

Ordering Pay-Per-View Packages

Your cable service may offer programs in a package by title, time block, etc. Select the title from the listings and a **Icon** will appear if the program is part of a package.

Canceling a Pay-Per-View Order

To cancel a **PPV** order before the program starts:

- Select the ordered program in any of the listings menus (there will be a $ sign in the **Instant Information**).
- From the information screen, select the BUY **Icon** and follow the prompts to cancel the order.

Note: In some cable systems, your order will automatically be canceled if you do not tune to the program. In systems that use phone ordering, you will need to call in your cancellation. Please check with your cable provider for the correct **Pay-Per-View** cancellation procedure.

Pay-Per-View Notices

Notices associated with your **Pay-Per-View** order appear at various times to alert you to the status of your ordered program.

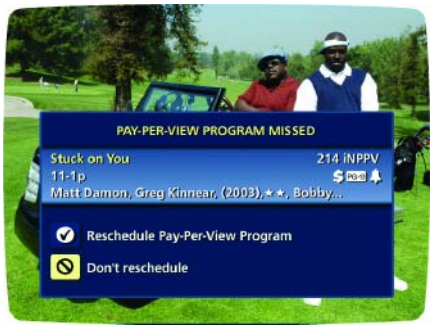
Pay-Per-View Program Started

A **Program Started** overlay will appear if you try to order a **PPV** program that is in progress but is within the purchase window. You may proceed with the order, but you may miss a portion of the program.

Note: The purchase window is established by your cable provider.

PPV Order Conflict

When you order a **PPV** program that airs at the same time as an existing **PPV** order, you will be alerted on-screen with the option to cancel an order or keep both orders.



Pay-Per-View Program Missed

If you have ordered a **PPV** program but didn't tune to it, a **Program Missed** notice will appear asking if you would like to reschedule your order.

Note: This screen will not appear in systems that use phone ordering.

On Demand (Optional Feature)

Watch movies and other programs whenever you want with **On Demand (OND)**.* When you rent an **On Demand** program or package, it is reserved for a specific period of time. You can access and watch the program at your convenience as many times as you want within the rental period. You can even pause, fast forward and rewind using your remote.

Note: Rental period is established by your cable provider.

Accessing On Demand

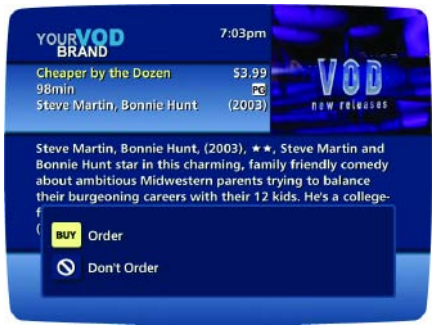
You can access **On Demand** programming multiple ways, depending on your cable provider's service.

- From the **Main Menu**
- From the **Quick Menu**
- From a channel in the TV Listings
- From an On Demand Tab in the Flip Bar

Ordering On Demand Programs

The **On Demand Menu** displays a variety of programming categories. Use the ▲▼◀▶ buttons on your remote to select a category and press **OK** to access listings for the category or press access sub-category menus.**

Select a title by pressing **OK** or **INFO** to access detailed information, including program length, cost, rating and description.


YOUR VOD BRAND
7:03pm
Cheaper by the Dozen
98min
Steve Martin, Bonnie Hunt
$3.99
PG
(2003)
VOD
new releases
Steve Martin, Bonnie Hunt, (2003), ★★, Steve Martin and Bonnie Hunt star in this charming, family friendly comedy about ambitious Midwestern parents trying to balance their burgeoning careers with their 12 kids. He's a college-
BUY Order
Don't Order

To buy the program, highlight the BUY **Icon**, and follow the on-screen prompts to complete your order. If the program is available at no cost+, a **Icon** will appear instead of BUY **Icon**. Your selection will begin playing immediately and you can watch as often as you want during the rental period.

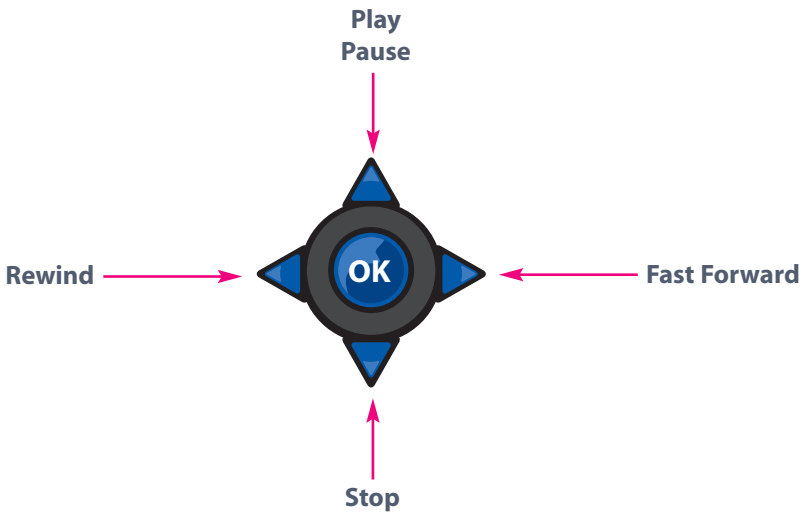
* **On Demand** not available in all areas. **On Demand** programs may not be recorded with **DVR** (if available).
**Menu label and categories vary by cable provider.
+If available from your cable provider.

Guide Symbols to Know – On Demand Action Icons

- Go back to the previous screen
- Order the program, or cancel an ordered program
- Tune to a program (for free and subscription programming)
- Preview
- Place a **Lock** on the program to restrict viewing
- Resume play of the video (appears for purchased videos)
- Restart the video from the beginning (appears for purchased videos)
- Delete the title from your rented titles list (appears for purchased videos)
- Indicates the program is available as part of a package
- Cancel selection

Watching On Demand Programs

Use your remote to pause, fast forward, rewind and stop the program.



Guide Tip You may also be able to use the VCR control buttons available on some digital cable remotes. Remote control features vary.

If you have stopped a program and want to come back to it later, select **My Rentals*** from the **On Demand Menu**.

- Highlight and select a title to see the information screen that displays your remaining rental time and other program details.
- Select ▶ to start watching where you left off or select ⏮ to start the program from the beginning.
- Watch as many times as you want within the rental period.

Guide Tip You can also find rented titles in other **On Demand** listing screens. A checkmark appears in the **Instant Information** to identify it as a rented program.

On Demand Packages

Some programs may be available as part of a package. If a program is available in a package, or available with a subscription service, a notice will appear on your screen. You can select the BUY **Icon** to continue with the purchase, the **Icon** to learn more about the package or the **Icon** to cancel.

Note: **On Demand** programs that are free or part of a subscription may not appear on the **My Rentals** list. These programs can be accessed at any time from the **On Demand** listings.

Guide Tip If a **Reminder** appears during an **On Demand** program you are watching, you can accept the **Reminder** and tune to the broadcast program, which stops the **On Demand** program. To return to your **On Demand** program later, access it from your list of rented titles and Resume or Restart from the beginning.

* Menu label varies by cable system.

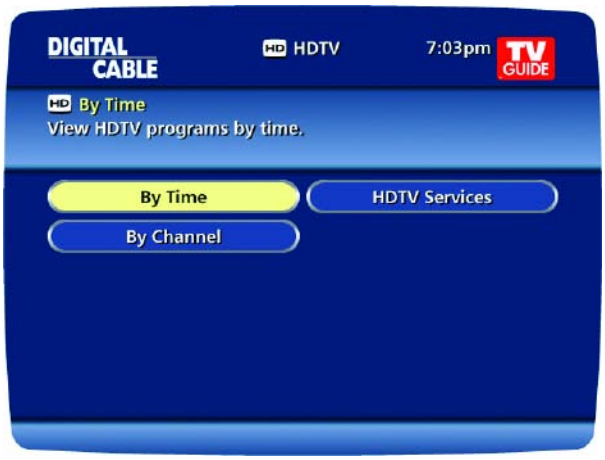
HDTV (Optional Feature)

High Definition (**HD** or **HDTV**) is the most dramatic change for viewers since the introduction of color TV! **HD** is the highest resolution digital television format available, offering up to 5 times the resolution of standard analog television. **HD** delivers theater-quality pictures and Dolby Digital™ surround sound.

Watch your favorite shows, movies, sports and events with a wider screen, life-like picture and crystal clear sound. Only through your local cable provider can you access all the **HD** programming available, including local broadcast networks in **HD**.

To find a listing of the **HD** programming available in your area, press **MENU** to go to the **Main Menu** and select **HDTV**. You can also search for **HDTV** programs from the **Search Menu**.

Note: You must have **HD** equipment to view **HD** programming.



Digital Video Recording (DVR) with Dual Tuner

Imagine…coming home to your own personal library of television programs, movies and sports that you can watch whenever it's convenient for you. It's TV for your schedule.

Pause live television! Rewind and replay programs so you don't miss a beat.

Record up to 90 hours* of your favorite programs and view them as many times as you want, whenever you want. You can even record **High Definition** TV**. All without rentals, tapes or returns.

Your Dual Tuner **DVR** has made recording and watching your favorite programs easier than ever. Powered by **i-Guide**, now you can watch a program while recording another or record two programs at once! You have your own personal video library, stored on your digital set-top box, so you can watch them at your convenience. You can even pause, fast forward and rewind live TV to playback scenes you've missed. In fact, your **DVR** is one of the first available that can actually record and play **High Definition** programming!**

Control Live TV

Using your **DVR** and your Digital Cable Remote, you can control live TV. Anytime you tune to a channel, the **DVR** begins making a temporary recording of whatever you're watching. So you can **PAUSE** if the phone rings, **REWIND** a scene you missed and **FAST FORWARD** to skip what you don't want to watch. Your **DVR** will record up to one hour of live TV+.

The live TV recording is not a permanent recording, unless you actually save it to the **DVR**'s hard drive. For live TV recordings, the temporary recording (buffer) will be erased if any of the following occur:

- Turn off your **DVR**.
- Watch the same channel for longer than the temporary recording (buffer) period. Only the most recent hour of the program (15 minutes of **HD**) is kept in the temporary recording.
- Switch to another program on the same tuner. When you change channels without using the **SWAP** function, your **DVR** begins to store the new program. It removes the previous program you were watching from the storage. (See **SWAP** section for additional information.)
- You watch more than one hour. After one hour, the **DVR** removes the earlier minutes of the recording, so that only the most recent hour is kept in the temporary storage.

Playback Controls

You can play back your video recordings using the Video Control Buttons.

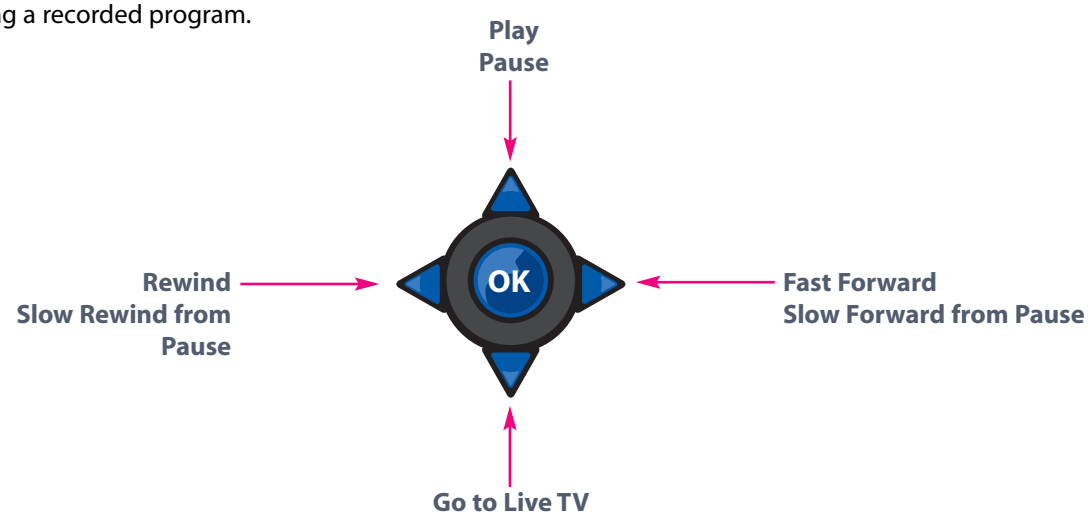
These buttons function like VCR controls. Plus, you have new **DVR** control features, like **Instant Replay** and **SWAP**.

Note: Some remotes are equipped with an **Instant Replay, SWAP** and **LIVE** buttons.

*Recording capacity varies.
Recording and playback of **High Definition programs requires **DVR** connection to **High Definition** television.
+Recording buffer (temporary storage) for each tuner will record as long as you stay tuned to the same channel.

Using the Remote Control Arrow Buttons

The ▲▼◀▶ buttons on your remote control will control playback when you are watching a recording in progress or while watching a recorded program.



Status Bar

The **Status Bar** appears whenever you pause, rewind or fast forward a live program. It also gives you information such as the title of the program you are watching, the source of the program and duration of time. The yellow position bar indicates where you are in the program. Green indicates the length of the program you are watching. White indicates the the length of other programs available in the buffer. Red indicates that you are watching a recording in progress.

Pause

As you watch live TV and recorded programs press **PAUSE** and the programming on your TV screen instantly freezes. No more missing the climactic scene of a movie or the winning play of the game! For programs you are watching live, your **DVR** will remain in pause for up to 90 minutes*. Pressing **PAUSE** more than once allows frame by frame viewing. Press **PLAY** to resume normal play of the program from the point where it was paused.

Rewind

Want to review a portion of your live show? It's a snap with **DVR**. Press **REWIND** . Press it again up to 4 times to increase the rewind speed. REW, REW2, REW3 and REW4 will appear on-screen. REW is the slowest setting and REW4 is the fastest. Press **REWIND** a fifth time or press **PLAY** to resume normal play.

Fast Forward

For programs you are watching live, **FAST FORWARD** can be activated if you have paused or rewound the program. Press **FAST FORWARD** to move forward in the program. Press it up to 4 times to increase the fast forward speed. FF, FF2, FF3 and FF4 will appear on-screen. FF is the slowest setting and FF4 is the fastest. Press **FAST FORWARD** a fifth time or press **PLAY** to resume normal play.

Note: You can only fast forward up to the point of live broadcast.

* Pause capacity depends on video format; less than 15 minutes for **High Definition** programming.

Slow Motion

Your **DVR** is equipped with slow-forward and slow-rewind functions to give you crisp and clear **Slow Motion** images. Ever wonder what the referees are looking at when they review a controversial play? Use **Slow Motion** to get an inside look. To activate slow-forward, press **PAUSE** and then **FAST FORWARD**. To use slow-rewind, press **PAUSE** and then **REWIND**. To return to regular speed, press **PLAY**.

Instant Replay

With **Instant Replay***, you can go back to see the last play of the game or replay the last scene of your movie. Just press **PAGE** ▼ on your remote to replay the last 15 seconds. Press **PAGE** ▼ repeatedly to continue skipping back in 15-second increments.

Return to Live TV

Anytime you pause or rewind a live program, the show continues to be broadcast in real time. To return to live programming, press the ▼ button*.

SWAP Between Two Programs

Because your DVR has two tuners, it can buffer (temporarily record) two programs at the same time – one on each tuner. The **SWAP** feature lets you toggle back and forth between the two live shows while giving you full control of both.

- While you are tuned to a program, press the **SWAP** button on your remote. You will change tuners.
- Now you can select an alternate program by changing channels or using the guide.
- Press **SWAP** again to toggle between the two programs.

Note: The **SWAP** button is the key to keeping the buffer for both programs. If you change channels without using **SWAP**, you will lose the buffer.

* Some remotes are equipped with **Instant Replay** and **LIVE** buttons.

Your Personal Video Library

Using your **DVR** with **i-Guide**, you can build your own personal library of programs, movies, sports, TV shows…whatever you want. Follow the steps below to build and manage your personal video library.

Guide Tip **Using Parental Locks With DVR** - You can restrict viewing of recorded programs, just like any other program. If you schedule a recording for a program you have **Locked**, the program will be recorded, however, audio is muted and no video will appear while the program is recording. A restricted notice remains on-screen allowing you to enter your PIN to view the program during recording. Once the program has been recorded, you can access it from your list of recorded programs. Just enter your **PIN** to view it.

Building Your Library - Recording Programs

You can set and schedule recordings three ways with i-Guide: one-touch record, interactively by program and by manually scheduling your recording.

One-Touch Record

Press **RECORD** on your remote any time while watching TV or while, navigating through the guide. For programs airing now, recording begins immediately at the point you pressed **RECORD** . You can automatically schedule recordings for programs starting at a later time or date by pressing **RECORD** while in the listings. Recording will start at the program's scheduled start time.

Record Interactively From Program Information

From the listings, highlight a program starting now or scheduled for a later time. Press the **INFO** button and you will see an information screen. Highlight the **Icon** and press **OK** to start recording at the time the program is scheduled to start.

DIGITAL CABLE
7:03pm
TV GUIDE
Men in Black
7-9:05p
50 HBO
PG
Tommy Lee Jones, Will Smith, (1997), ★★★, In present-day America, Tommy Lee Jones plays Agent K, a member of an organization that has been keeping track of extra-terrestrial aliens on Earth for over 40 years. When K finds himself in need of a new partner, a brash NYPD detective, James Edwards (Will Smith) fills the position, becoming Agent...
Set or Cancel a Recording

Note: For more information on **Action Icons**, see the **Action Icons** section in this manual.

Manually Schedule a Recording

You can set a **Manual Recording** to automatically record a specific time and channel.

- Select **DVR** from the **Main Menu**, then select **Set a Recording**.
- Select the start and end times and the day you wish to record and confirm your settings.
- A channel list will then appear, allowing you to select the channel to record.
- A "**Create a New Recording**" screen will appear. Select **Create a Recording** to confirm your settings or select the **Recording Options** **Icon** for additional recording options.

Record Two Programs at Once

The Dual Tuner **DVR** allows you to set recordings for two different programs that air at the same time. While recording two programs, you can watch and control either program up to the point of live TV by using the **SWAP** button on your remote. There are several ways to record two programs at once. Here are two basic examples:

While Watching a Show:

- Press **RECORD** to record the program you are watching.
- Press **SWAP** to switch to the other tuner and find the second program you want to record.
- Press **RECORD** when you locate the second program you want to record.

From the Guide:

- Highlight a program you want to record from any listings screen.
- Press **RECORD** to set up the first recording.
- Highlight the second program.
- Press **RECORD** to set up the second recording.

Record a Series

Your **DVR** lets you record multiple episodes of a program according to your preferences.

- Select the episode type to record, such as first run only or all episodes.
- Specify how many recordings to save.
- Specify how long to save the recording – until you erase it or until space is needed.
- To access advanced series setup features like add minutes to the start and end times and specify which channels to record, select the **Recording Options** **Icon** to review all options.

Your Series Recordings will appear in the **My Recordings** list with the show title as its label. Multiple recordings of the same show will have the same label and will be listed beginning with the most recent recordings first as default. To change your view, use the ◀ ▶ on your remote to View by Date, View by Channel or View by Title.

You may also modify the priority assigned to a series using the **Series Priority List**. (See next section)

Managing Scheduling Conflicts

If you schedule more than two recordings for the same time, you will see a **Scheduling Conflict** screen that allows you to choose between a previously set recording and the new recording that is conflicting. Individual recordings always take priority over series recordings when there are scheduling conflicts. In case of a scheduling conflict between two series programs, additional icons will appear at the bottom of the **Scheduling Conflict** screen to help you determine which program to record.

- Return to the previous screen.
- Record new program or series as shown.
- Show conflicts when the new series is a high priority.
- Show conflicts when the new series is a low priority.
- Don't record new program or series.

DIGITAL CABLE
7:03pm
TV GUIDE
To change priority, highlight a listing, then use Page Up and Page Down. The highest Series will take priority when recordings conflict.
DVR Series Priorities
1 SportsCenter
2 Law & Order
3 On the Set
4 Smallville

- To give your new recording the highest scheduling priority and to capture the most number of episodes for your new recording, select **High**. The screen will show you how many episodes of the new series will be recorded and which episodes of the old series will not be recorded because of the conflict.

- To move the new series back to the bottom of the scheduling priority list, select **Low** and the screen will refresh and give you revised results.
- Select the **Record** **Icon** to confirm your new settings.

Modify the Series Priority List
To help you manage which series get recorded when there are scheduling conflicts, your DVR automatically creates a **Series Priority List.** The first series you set to record has the highest priority and is the program recorded in case of a conflict. If there are no conflicts, each additional series you set to record is added to the bottom of the list. You can easily change the recording priority of the programs so that the programs of your choice are recorded in case of a conflict.

- Select **DVR** from the **Main Menu** or **Quick Menu**.
- Choose **Series Priority List**.
- Highlight a program and use the **Page** ▲▼ buttons on your remote to modify its priorities.

From here you can change your **Series Recording Options** by pressing **INFO** and selecting the options **Icon**.

Note: If you want to record two series recordings instead of an individual recording that airs at the same time, you must delete the individual recording from the **Scheduled Recordings List** (See Cancel a Scheduled Recording section).

View Your List of Scheduled Recordings

- From the **Main Menu** or **Quick Menu**, select **DVR***.
- Select **Future Recordings**.
- See a list of all the programs you have scheduled to record.
- Select a title to cancel the **Scheduled Recording** or modify **Recording Options**.

* Menu label may vary.

Modifying Recording Options

i-Guide gives you flexibility to manage your personal video library. You can change your **Recording Options** at any time, as often as you like.

Change Options for Scheduled Recordings

From the Main Menu or Quick Menu

Select **DVR,** then select **Future Recordings** to see a list of your **Scheduled Recordings**. Highlight a program title and press **OK** or **INFO**.

DIGITAL CABLE
7:03pm
TV GUIDE
Building Character
7-7:30p
31 HGTV
A one-time trash incinerator that's home to an Oklahoma couple; a historic home in Austin; a former church that's home to an Arkansas couple. (Home and Garden)
Set or Cancel a Recording

Select the **Icon** from the Program Information Screen. Select the **Icon** to change the **Recording Options** or select the **Icon** to delete this program from your list of **Future Recordings**.

Use the ▲▼◀▶ buttons on your remote to change **Recording Options**:

- Change the frequency of the recording, such as every day or once a week.
- Specify how many recordings to save.
- Set a Save Until parameter, either until you delete or delete automatically when space is needed.
- Change the start and end times in order to catch every minute of a program, even if it runs over.

From Listings

Select your **Scheduled Recording** in the listings, it will be indicated by the red dot in the **Instant Info**.

Press **OK** or **INFO** and select the **Icon** to change your options or delete the **Scheduled Recording**.

From here, select **Icon** to cancel the recording, or select **Icon** to see all the **Recording Options**.

SERIES RECORDING SETUP
Episode types to Record: First Run Only
Save no more than: 3 episodes
Save Recordings until: Space is needed
Channels to Record This channel only
Start Recording: On Time
End Recording: On Time
Record Series with these options
Don't record this Series

Recording Notices

Recording Starting Notice

Before a Scheduled Recording begins, a notice will appear on-screen giving you the opportunity to confirm or cancel the Scheduled Recording. If you don't do anything when the recording is scheduled to start, the **DVR** will automatically tune to the channel and begin recording. Live TV programming that has been temporarily recorded will be erased once the Scheduled Recording starts.

YOUR RECORDING IS STARTING
You have a Recording scheduled to begin on another channel.
The Simpsons
7-7:30p
23 FOX
Change the channel when Recording begins
Don't change the channel, cancel Recording

Recording Stopped Notice

Changing the channel during a recording will stop the recording. You will see a notice confirming whether you want to stop the recording and change channels or continue recording. You can **SWAP** to watch live TV while continuing a current recording. (See **SWAP** section of this manual for more information.)

DIGITAL CABLE
7:03pm
TV GUIDE
Building Character
Mon 4/27 at 7p
30min
31 HGTV
A one-time trash incenerator that's home to an Oklahoma couple; a historic home in Austin; a former church that's home to an Arkansas couple. (Home and Garden)
Delete this Recording

View Programs Stored In Your Personal Video Library

• From the **DVR Menu**, select **My Recordings**. Use the ▲▼ buttons on your remote to search through and highlight titles from your list of recorded programs. Press **OK** or **INFO** to select the program.

• From the information screen, select **Icon** to resume play from where you left off or select **Icon** to restart from the beginning.

• To control playback while watching a recorded program, use either the Video Control Buttons or the arrow buttons on your remote. (See the "Playback Control" section of this manual for more information.)

Guide Symbols to Know: Recorded Program Information Screens

Go back to the previous screen

Play the recording

Start the recording from the beginning

Delete the program from **My Recordings**

Change the **Delete Priority***

Place a **Lock** on the program to restrict viewing

Guide Tip **DVR** is not a long-term storage device. To maximize your storage space, review the contents of your library regularly and discard the recordings you no longer wish to save. See "Managing Your Personal Video Library" in this manual.

*__Delete Priority__ is used to determine whether you delete the program or the program is deleted automatically when space is needed.

Managing Your Personal Video Library

A recorded program remains in your personal video library until you decide to delete it unless you have it set to delete when space is needed. Your **DVR** will record and store up to 90 hours of standard definition programming and up to 20 hours of **High Definition** programming*. There are several options for making the most efficient use of **DVR** storage space:

To Delete Recordings

From a Recorded Program Information screen, select the **Icon** to delete the recording. Select the **Icon** to modify the **Delete Priority**, which gives you additional options such as deleting the recording when space is needed.

Copy Recordings to A VCR Tape

After you watch a recording, decide to either erase it or keep it permanently by transferring it to a VCR tape.

When you copy recordings to a VCR tape, make sure that the recording is displayed on the TV screen for the entire time the recording is being copied. If you change channels or display guide screens during the copying process, your tape copy will contain these images and you may not have a complete copy of the recording.

1. Connect the **RCA Jacks** connection on the back of the **DVR** to your VCR Video In.
2. Put a tape in your VCR.
3. Access your list of **Recorded Programs**.
4. Highlight a program from your list and press **OK** or **INFO** to select the recorded program you want transfered to tape.
5. From the Information Screen, select to restart from the beginning.
6. Start recording on the VCR when playback begins.
7. As the recording plays, it is taped to your VCR.

Note: Refer to your VCR User Manual for specific instructions on using your VCR.

Recording Low and Full Notices

YOUR RECORDING SPACE IS LOW
You only have 20% of your total Recording space left. To be sure new Recordings are completed, you may want to delete some Recordings.
Continue with Recording
Go to DVR Recordings

To help you manage your personal video library, **i-Guide** will advise you with an on-screen notice when the available memory gets low or full.

If recording space becomes full during a recording, the recording will stop. Make sure you have enough recording space to record the entire program before you begin to avoid missing part of the program.

* Recording **HD** programing requires a **DVR** connection to a **HD** television.

Frequently Asked Questions

Interactive Program Guide

Q. What are the icons (little pictures) at the bottom of the screen?
A. Quick Menu Icons are available to help you find what you're looking for faster. The **Quick Menu** lets you quickly go to other areas of the guide, such as **Movies** or **Favorites Menus**. Once you have selected a program title by highlighting it and pressing **OK** or **INFO**, you can use the **Action Icons** on the information screens to set **Reminders** and **Parental Locks**, schedule **Recordings**, **BUY** programs and more.

Q. How do I tell what the icons mean?
A. You will find descriptive text beneath the row of icons when you have an icon highlighted. This information changes as you move the yellow highlight using the arrow buttons on your remote. On Program Information screens, the **Action Icons** are specific to the program. For example, a **BUY Icon** will appear only for **OND** and **PPV** programs. **Playback Icons** will appear only for recorded programs or rented **On Demand** (**OND**) titles.

Q. I can't see the entire program title in the listings.
A. Some program titles are too long to fit in the space provided in the grid. You might see "…" to indicate there is more to the title. (For example: "Third Rock From the Sun" might look like "Third Rock…"). Highlight the program and check the **Instant Information** area at the top of the screen for program title and other valuable information, including rating, actors, start/end times, etc.

Q. What is the graphic bar that appears when I change channels?
A. The **Flip Bar** appears for a few seconds as you're changing channels to provide important information about programs. You will find the name of the current program, start and end times, channel number, rating and current time.

Q. How do I get information on programs?
A. i-Guide provides detailed information on programs, including movies and sporting events. While in a listings screen, you can access information by pressing the **INFO** button on your remote. While you are tuned to a program, press **INFO** once for **Instant Information** or twice for complete information. Information includes program details like actors, ratings and a brief program synopsis. You can also set **Reminders**, place **Parental Locks**, order **Pay-Per-View** movies and events and see other times a program is airing. To remove the information screen and return to watching television, press the **EXIT** button on the remote.

Q. What is the red light on the upper left front of my box and/or what is the envelope on the screen?
A. Occasionally your cable provider may send a **Message** to let you know of new services and special promotions. To read the message, go to the **Main Menu** and select **Messages**. You can keep or delete the **Message** once you have opened it.

Q. How do I set my digital audio language?
A. Not only can you choose the language that displays on the screen buttons and descriptions, but you can also change the secondary digital audio that is available with certain networks and programs. Choose **Audio Setup** from the **Setup Menu** and change the default setting. Choose from English, Spanish, Portuguese or French. This feature is only supported on certain digital channels that provide secondary audio. If the chosen audio language is not available, the default audio language will be heard.

Q. What if I forget my Parental Locks/Purchase PINs?
A. You must call your local cable company to have these **PINs** reset. All of the **PINs** will be cleared. Once reset, you will need to enter new **PINs**.

Q. Why can't I purchase this Pay-Per-View program?
A. There are several things that could restrict **Pay-Per-View** ordering:
• Check to make sure the phone line is plugged in.
• You may have inadvertently made too many **Pay-Per-View** orders. You may have to cancel one before you make another order.
• You may have reached your credit limit. Call your cable company and have them check your account.
• Your cable company may require you to call them to purchase a **PPV** program, instead of an automatic purchase through the box.

Q. What if I missed a Pay-Per-View movie/event that I ordered?
A. If your cable company provides impulse-ordering, you will not be billed for **Pay-Per-View** on channels that aren't tuned. In cities that require phone ordering, you need to call your cable company to cancel **Pay-Per-View** orders. Check with your cable company to confirm canceling procedures.

On Demand (Optional Feature)

Q. Do my Parental Locks & Purchase PIN settings stay the same for On Demand purchases as with regular programs?
A. Yes. **PINs** and settings apply to **On Demand** ratings and purchases.

Q. What if I only watched 15 minutes of my On Demand program and didn't get to watch the rest before it expired?
A. You will have to order it again. Refer to the **On Demand** section in this manual for more information on remaining rental and viewing times.

Q. If I get to the end of an On Demand program and want to watch it again, can I restart at the beginning?
A. Yes, as long as your viewing period has not expired, you may watch it as often as you like.

Q. How do I return to watching an On Demand program after I've tuned to another channel?
A. Select **My Rentals** from the **On Demand Menu** and choose the program you want to continue watching. You can either begin watching where you left off by selecting **Resume**, or start over with the **Restart**.

Q. Some of the programs appear in the listings with a checkmark or a dollar sign next to the title. What does this mean?
A. Depending on the services your cable provider offers, you may see a checkmark or a dollar sign to indicate a program you have ordered.

Q. How many On Demand programs can I order at one time?
A. Typically, there is no limit on purchases. Check with your cable operator for system-specific ordering information.

Q. I tried to order an On Demand program and received an error screen that said, "Unable to Process Request". What does this mean?
A. The "Unable to Process Request" message occurs when the set-top box is unable to communicate with the **On Demand** equipment at your cable company. Try turning your set-top box off and then on again. If the message appears again, note the time it appeared and the action you took and call your cable operator.

Q. When I selected a category from the On Demand Menu, I received a message that said, "No Program Listings Available". Why does this happen?
A. If there are no programs available for this particular category, this message will appear.

DVR and Digital Services

Q. How many hours of programming can I store on my DVR? What is the hard drive capacity?
A. The recording capacity depends on the video format that is being recorded. Your **DVR** can record up to 90 minutes of standard definition programming or up to 20 hours of high-definition programming. The hard drive capacity is 120GB. See "Managing Your Personal Video Library" section in this manual for more information.

Q. How many tuners does my DVR have?
A. Your **DVR** has two tuners so that you can, 1) record two channels at the same time, 2) record one and watch another or 3) record two channels and watch a 3rd program from your **DVR** recordings library.

Q. How do I return to live TV when I'm watching recorded programming?
A. Simply press the **LIVE** or ▼ button on your remote.

Q. Can I record or watch two programs at the same time?
A. Yes, you can use the **SWAP** button on your remote to change from one tuner to the other.

Q. How do I record a Pay-Per-View (PPV) broadcast?
A. **PPV** broadcasts must be recorded manually; you cannot schedule automatic recording in advance. Follow your cable operator's instructions for viewing PPV content, then press **Record** on your remote.

Q. How many other home entertainment components can be connected to my DVR DCT6412 Cable Box?
A. Three: your television, cable box (refer to your Motorola User Guide), and one other component (VCR, DVD player or audio).

Q. Do I have to connect my DVR to a telephone or other data source?
A. The **DVR** DCT6412 gets all the information it needs from your cable signal, so that's the only connection required. In some cable systems, a phone connection may be necessary. Check with your local cable company to confirm.

Q. I currently record programs on my VCR. How is a DVR different?
A. Your **DVR** Cable Box takes recording technology to a new level, capturing picture and sound digitally (for a superior result to tape-based recording) and allowing greater viewing flexibility. With the Dual Tuner **DVR**, you can pause a broadcast while you're watching it and restart it up to 90 minutes later. You can also press Instant Replay to review the last 15 seconds or rewind to see a scene again. Yet you won't miss a moment of the program, because the **DVR** keeps recording the current broadcast while you pause, rewind or replay scenes. No VCR can do that!

Q. Can I adjust the quality of the video recording to conserve hard disk space?
A. No. the **DVR** DCT6412 records at a pre-set level to ensure consistent results.

Q. How does the Parental Locks feature work?
A. Parental Locks allow you to block programs from being viewed. Locks are based on a program's title, rating and channel. See Parental Locks on page 22 of this manual.

Q. How can I find programs I want to record?
A. Using **i-Guide**, you can search many ways: through the Main Menu, Quick Menu, Search Menu, by programming category, through the By Time or Channel Listings grid or through the Search Menu to alphabetically search by Title. When you find something that sounds interesting, simply press **Record**. The **DVR** will automatically record that program for you.

Q. Can my cable operator or another company track what I record with my DVR DCT6412?
A. No. What you choose to record with the DVR DCT6412 is confidential.

Q. Can the DVR play back a High Definition recording while another HD program is being recorded?
A. Yes. In fact, you can record two programs at once while watching a previously recorded program from the hard drive for both **HD** and regular programming.

Q. Are there seperate buttons for each tuner? How do you make the Dual Tuner DVR record two programs at once?
A. **i-Guide** can record two different programs listed with overlapping times by pressing the **Record** button, by manually scheduling the recordings, or by setting future recordings from a Program Information screen.

Q. What kind of programs can I record?
A. You can record both standard and High Definition programs which are automatically interpreted by the **DVR.** Recording **HD** programs will take more storage space on your **DVR**. However, you must have **HD** equipment.

Q. How much High Definition programming can I save versus standard definition programming?
A. You can record up to 90 hours of standard digital TV or up to 20 hours of **HDTV** (depending on the transmission bit rate). Recording times may vary.

Q. Does the DVR DCT6412 support digital video interfaces?
A. Yes. The DVR DCT6412 features both DVI and 1394-DTV digital interfaces.

Q. Does the DVR DCT6412 support external storage devices?
A. Yes. It includes an IEEE1394 port that will be functional in future software releases.

Q. I have a home theater system. Can I record a program in Dolby Digital™ 5.1 on my DVR?
A. As long as the program is being broadcast in Dolby Digital audio, the **DVR** will record the digital audio. A Dolby Digital indicator will appear on the **Flip Bar** and Program Information screen for programs that provide it.

Q. What is the picture quality of recorded programs?
A. The **DVR** records programs in the same quality in which they are broadcast. For example, programs broadcast in **HDTV** format are recorded in **HDTV** quality (if your **DVR** is connected to a **High Definition** television). Broadcast quality may vary.

Q. Can I record Digital Music channels?
A. Yes. You can record and playback Digital Music. However, the playback controls (Pause, FF and REW) are not functional for recorded digital music.

Q. Can I record On Demand and Pay-Per-View programs?
A. On Demand cannot be recorded with the **DVR**. However, you may record **Pay-Per-View** programs with one touch recording for current programs.

Recording and Playback of Recorded Programs

Q. How many recordings can I schedule for the future?
A. There is no limit to the number of recordings you can schedule as long as you do not schedule more than two programs to record at the same time and you have available recording space.

Q. What if the program I want to record runs over its scheduled air time such as when a football game goes into overtime. How can I make sure I record everything?
A. Change the **Recording Options** for the program. You can adjust the start and end times for the recording to ensure everything gets recorded.

Q. Can I watch a show I am recording before the recording is completed?
A. Yes. You can either watch it live as it's being recorded or you can rewind the program you are currently recording and watch it from the beginning while the recording continues.

Q. Can I make a VHS tape or DVD of a recorded program?
A. You can copy a recorded program to a VHS or DVD tape by playing a recording from the **DVR** in real time while simultaneously recording on your VCR or DVD. See "Managing Your Personal Video Library" in the **DVR** Section of this manual.

Tip: Use **Title Search** to find all air times for a particular title. You can then set up individual recordings for any or all episodes, no matter what time they're on.

Q. Can I increase the rewind and fast forward speed?
A. Yes. Your **DVR** will control rewind and fast forward at four speeds each. Just press the **REW** or **FF** buttons up to four times. The on-screen indicator will tell you at what speed you are controlling playback.

Q. Can I set the DVR to skip commercials as it is recording?
A. No. You can only fast forward through commercials if you're watching a recorded program.

Q. Can I "bookmark" a program I have recorded?
A. Yes. When you stop playback of a recorded program, it will stop where you left it. To continue watching the program, select **Resume** or **Restart** from the **Action Icons**.

Q. On occasion, a recording starts a minute or two after the program has begun. Why?
A. The **DVR** timer is synchronized with the program guide time. If a broadcaster starts the program a minute earlier than the guide's scheduled time, the **DVR** will miss that first minute. You can program your **DVR** to start early or end late by adjusting your **Recording Options**.

Q. Only part of my program recorded. Why?
A. If the beginning of the program did not record, you may have set it to record after the program began. If the end of the program did not record, the **DVR** may have reached its storage capacity before it was able to record the entire program.

Q. Do Parental Locks work with DVR?
A. Yes. **Parental Locks** restrict viewing of recorded programs. If you schedule a recording for a program you have Locked, the program will be recorded; however, audio is muted and no video will appear while the program is recording. A restricted notice remains on screen allowing you to enter your **PIN** to view the program during the recording. Once the program has been recorded, you can access it from **My Recordings**. Just enter your **PIN** to view.

Note: You can also set **Parental Locks** on recorded programs. Use the **LOCK** button on your remote or **Lock Icon** from **My Recordings** or from a Recorded Program Information screen.

Managing Your Recordings

Q. How long can I keep My Recordings?
A. You can keep them as long as you want. Just remember, the recording space is limited, so you may need to delete some recorded programs from time to time in order to make room for new ones.

Q. How will I know when I'm almost out of recording space?
A. An on-screen notice will appear advising you when recording space is low (80% full) or full.

Note: If you are recording a program and run out of recording space, the recording will stop. You can always see how much recording space is available from **My Recordings**. You can also manually delete recordings or set your **DVR** to automatically delete recorded programs when space is needed. See: "Managing Your Personal Video Library" section in this manual.

Q. Does the DVR automatically delete programs when the record space is full?
A. Only if you set it up that way. The **DVR** will automatically delete programs if you tell it to do so by setting the programs to be deleted when space is needed. When the record space is full, the oldest recordings that you have set to be deleted will be deleted first. If you do not want the **DVR** to automatically delete certain recordings, you can set them so that they are only deleted by you.

Controlling Live TV

Q. How long can I pause live TV?
A. You can pause up to 90 minutes of standard programming; less with **HD** programming.

Q. How far back can I rewind live TV?
A. You can rewind up to two hours of standard TV programming as long as you were tuned to the same channel.

Q. How do I use Instant Replay?
A. If your remote control is equipped with a **REPLAY** button, press it to instantly replay the last 15 seconds of the program. If there is no **REPLAY** button, use the **PAGE** ▾ button on your remote.

Q. If I'm watching a program in progress and want to record it, can I record from the beginning?
A. If you just tuned to the program, the **DVR** begins recording from the point where you pressed record on your remote. If you have been watching the program from the beginning and have not changed channels (without using **SWAP**), the **DVR** will save all the temporary recording (buffer) to the Hard Drive and you will capture the entire program.

Q. How can I catch up to the live broadcast of a program after I've paused it?
A. Press the **LIVE** button (if available) or the down ▾ arrow on the remote. Or, you can fast forward to the point of live TV. The on-screen indicator will display "LIVE".

Troubleshooting

Q. Why doesn't the set-top box respond when I press the keys on my remote?
A. If power is on, make sure your remote is in the Cable mode. Press the **CABLE** button on the remote.

Q. If the power goes out, do I need to reset my Parental Locks and Purchase PINs, Favorites and Reminders?
A. No. These features will not be lost if the terminal loses its power. However, the guide information will need to reload into the box.

Q. Nothing happens when the MENU button is pushed, but I can change the channel up and down.
A. If the terminal was just installed, it takes approximately 15-30 minutes for **i-Guide** to be downloaded to the set-top. If after 15-30 minutes nothing happens, unplug the terminal, plug it back in and wait another 15-30 minutes. If the guide still does not appear, contact your cable company.

Q. I can't see the edges of the i-Guide screens.
A. Select the **Adjust Screen Position** option from the **Setup** screen. Press the ▲▼◀▶ buttons until the arrows on the screen are centered. If image is centered and still cut off, check your TV's users manual.

Q. The guide has locked up. Neither the buttons on the remote, nor the buttons on the terminal itself work.
A. Try unplugging the terminal and then plugging it back in. This will reset the terminal and allow for data to be downloaded. It will take some time for the information to appear. If there is still a problem after the information has appeared, call your cable company.

Q. I have no video, a snowy picture or I cannot tune to any of the digital channels.
A. Make sure that all of the cable connections are secure and that the TV is tuned to the correct channel (3 or 4). Also, make sure you are actually controlling the cable terminal (press the **CABLE** button on the remote).

Q. Why won't my remote control respond when I press a button?
A. Go through this quick checklist to determine the problem:
1. Press the **CABLE** button on the remote to make sure it is in Cable mode. Try using the remote again.
2. If the remote is still not functioning correctly, press the CHAN ▲▼ button on the front of the terminal. If the channel changes, there is a problem with the remote control. The batteries or the remote control itself may need to be replaced.
3. Unplug the terminal and plug it back in.
4. Call your cable company.

Q. There are no listings in the guide, or the words "To Be Announced" appear in the listings screens.
A. This can happen if there has been a power failure or if the terminal was unplugged. Make sure everything is plugged in and running. Wait 15-30 minutes for the channels and program data to load.

Q. I have a message on my screen that says "This feature is currently being restored". What does this mean?
A. This screen appears if you try to access a feature that is not available because the terminal has not received all the necessary data. This most commonly happens following a power loss.

Q. I have a message on the screen that says "This channel should be available shortly". What does this mean?
A. This screen will appear when you tune to a channel that is currently not available. If the channel is not available after 15-30 minutes, call your cable company.

Q. What do I do if I am stuck in a screen or menu I do not understand and want to get out?
A. You can always press the **EXIT** button on the remote to immediately return to watching TV. You can also press the **LAST** button to back up one screen at a time.

Q. The displayed information or pricing is incorrect.
A. Although **i-Guide** checks all data thoroughly before it is sent to your home, programmers do sometimes change their schedules at the last minute without notification. Please report erroneous data to your cable company.

Q. What happens to my DVR recordings if my digital cable box temporarily loses power?
A. All recordings that were saved prior to the power loss are preserved, as well as future recording schedules. You miss only the recordings in progress while the power was out.

Note: If you experience continued problems with your cable box, remote control or interactive program guide, please contact your local cable company.